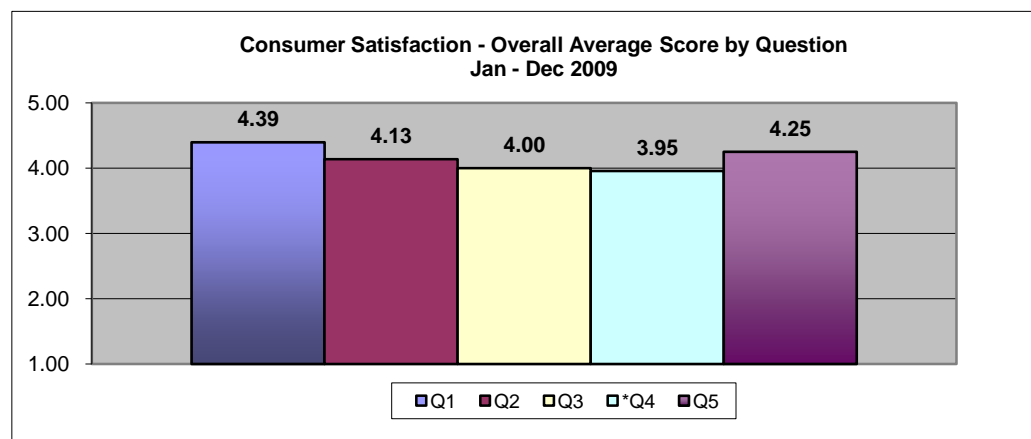




Scoring Key:
 1 = Strongly Disagree
 2 = Disagree
 3 = Neutral
 4 = Agree
 5 = Strongly Agree

Questions:

- Q1** = Registry staff was prompt, reliable and friendly
Q2 = Received a list of IP's within 48 hours
Q3 = Referral list was up-to-date and correct
Q4 = I was able to hire from the Registry
Q5 = My overall experience was good and I would use again.



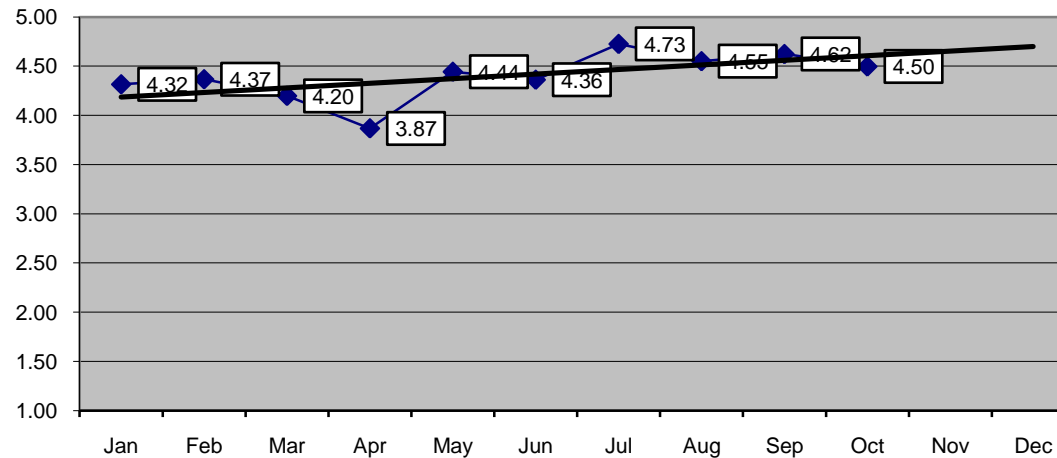
Average Score by Question 2009						follow-up call			*Q4 - Hired IP		
Question:	Q1	Q2	Q3	*Q4	Q5	yes	no	n/a	yes	no	n/a
Jan	4.32	4.01	3.78	3.74	3.93	↓	↓	↓	↓	↓	↓
Feb	4.37	4.05	3.63	3.26	4.13						
Mar	4.20	4.17	4.15	3.90	4.32						
Apr	3.87	3.43	3.57	3.43	3.80						
May	4.44	4.34	4.24	3.93	4.16						
Jun	4.36	4.15	3.91	3.84	4.28						
Jul	4.73	4.15	4.44	4.51	4.57	93%	7%	0%	73%	13%	13%
Aug	4.55	4.52	3.97	4.11	4.51	77%	10%	13%	49%	14%	37%
Sep	4.62	4.00	4.00	4.25	4.41	76%	19%	5%	81%	16%	3%
Oct	4.50	4.52	4.29	4.56	4.37	88%	9%	3%	88%	12%	0%
Nov											
Dec											
Avg/Quest	4.39	4.13	4.00	3.95	4.25	83%	11%	5%	73%	14%	13%

2009	Question:	Q1
	Jan	4.32
	Feb	4.37
	Mar	4.20
	Apr	3.87
	May	4.44
	Jun	4.36
	Jul	4.73
	Aug	4.55
	Sep	4.62
	Oct	4.50
	Nov	0.00
	Dec	0.00



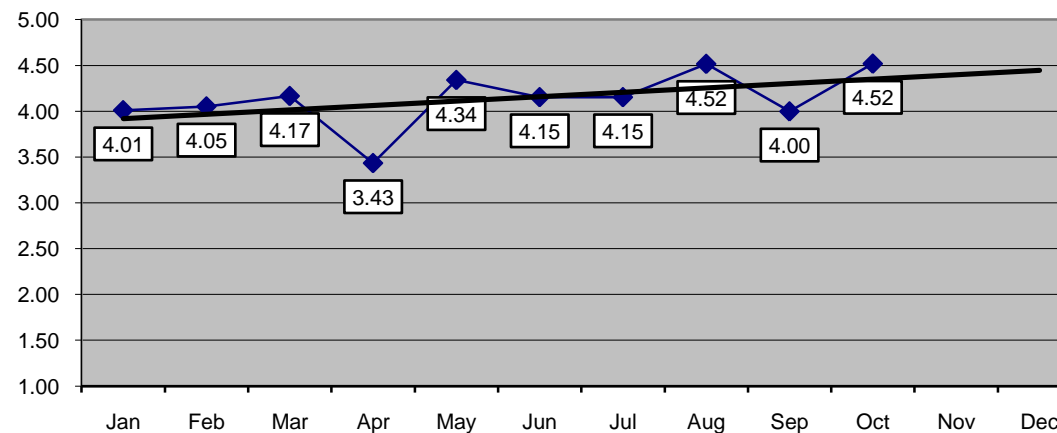
2009	Question:	Q2
	Jan	4.01
	Feb	4.05
	Mar	4.17
	Apr	3.43
	May	4.34
	Jun	4.15
	Jul	4.15
	Aug	4.52
	Sep	4.00
	Oct	4.52
	Nov	0.00
	Dec	0.00

Question 1- Registry staff was prompt, reliable and friendly



10

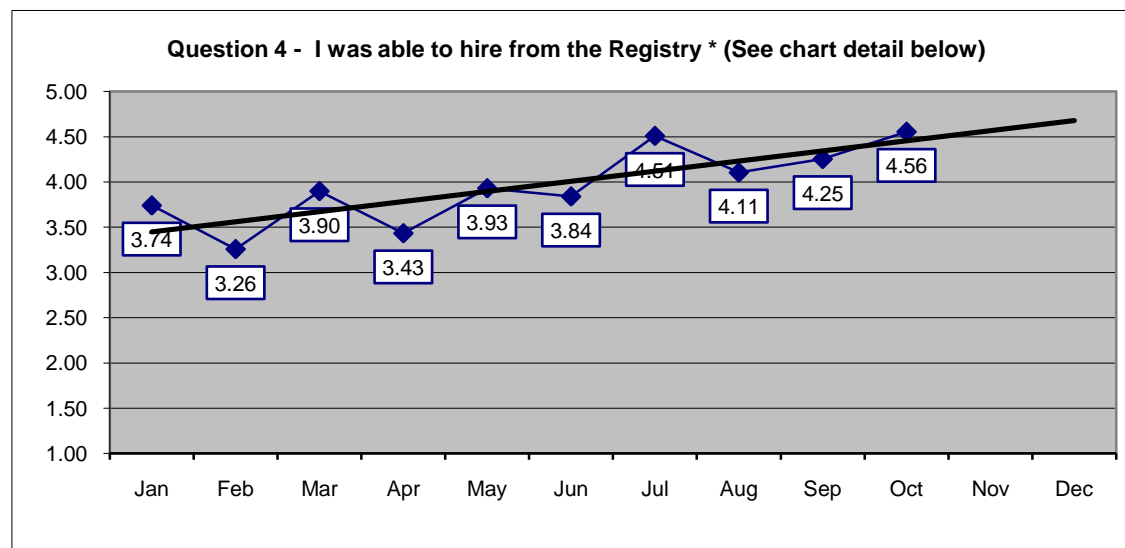
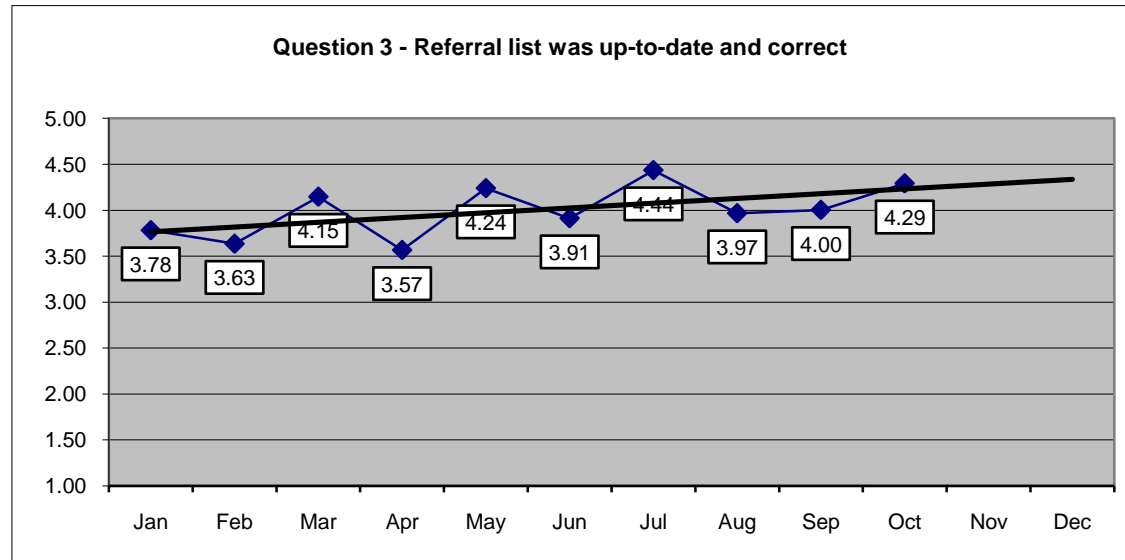
Question 2 - Received a list of IP's within 48 hours



2009	Question:	Q3
	Jan	3.78
	Feb	3.63
	Mar	4.15
	Apr	3.57
	May	4.24
	Jun	3.91
	Jul	4.44
	Aug	3.97
	Sep	4.00
	Oct	4.29
	Nov	0.00
	Dec	0.00

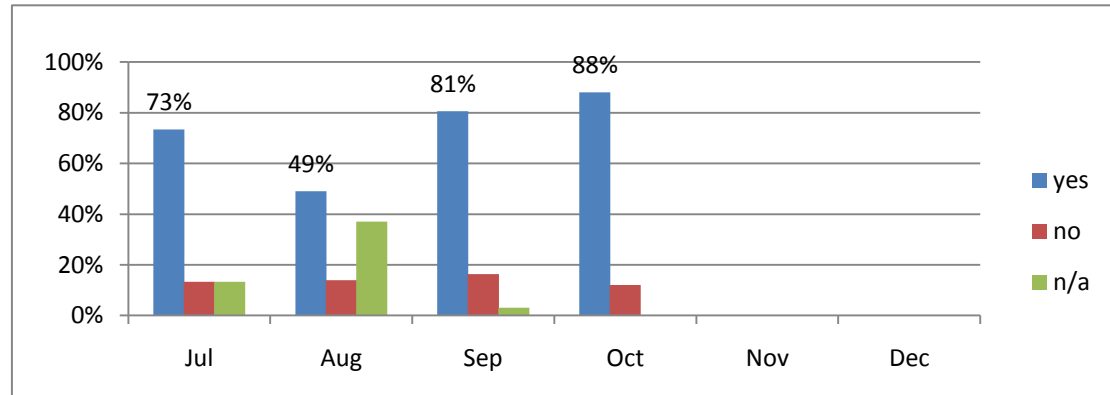


2009	Question:	Q4*
	Jan	3.74
	Feb	3.26
	Mar	3.90
	Apr	3.43
	May	3.93
	Jun	3.84
	Jul	4.51
	Aug	4.11
	Sep	4.25
	Oct	4.56
	Nov	0.00
	Dec	0.00



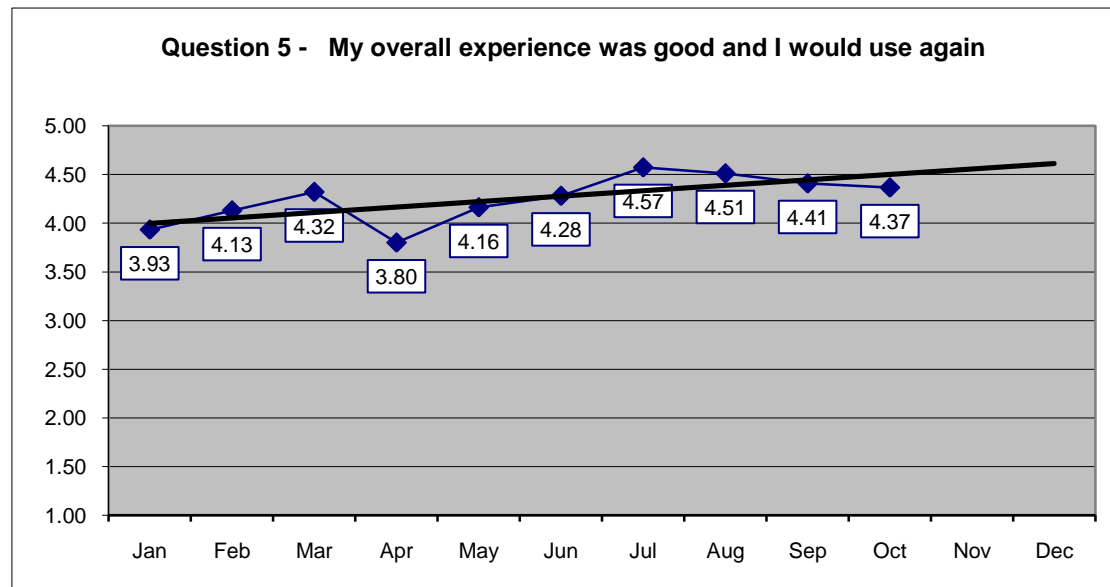


*Question 4: I was able to hire someone from the Referral Registry

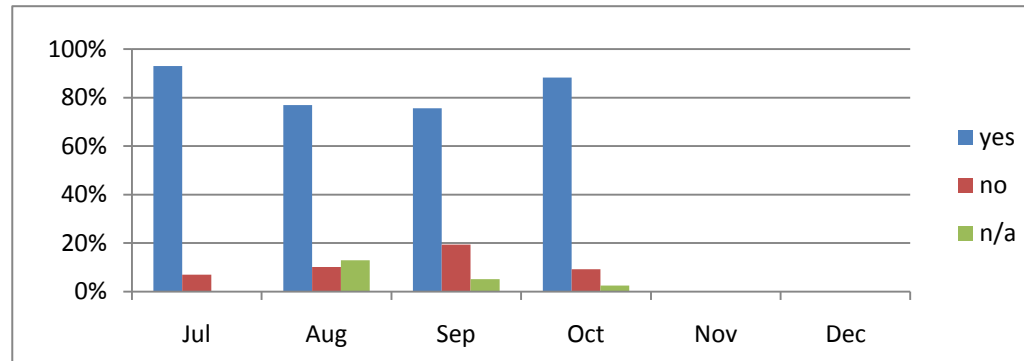


2009

Question:	Q5
Jan	3.93
Feb	4.13
Mar	4.32
Apr	3.80
May	4.16
Jun	4.28
Jul	4.57
Aug	4.51
Sep	4.41
Oct	4.37
Nov	0.00
Dec	0.00



Question: I received a follow-up call from the Registry Coordinator



(end)